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FACSIMILE TRANSMISSION**CONFIDENTIAL**

DATE: January 10, 2003

CLIENT-MATTER NO.: 21113-05687

TO:

NAME	FAX NO.	PHONE NO.
Examiner Maria Teresa P. O. Thein Group Art Unit 3625 Commissioner for Patents	(703) 872-9326	(703) 305-5246

FROM: Brian M. Hoffman**PHONE:** (415) 875-2484

NUMBER OF PAGES WITH COVER PAGE: 5

ORIGINAL WILL NOT FOLLOW

MESSAGE:**Request for Withdrawal as Attorney or Agent**

Applicant: John M. Mela
App. No.: 09/820,429
Filing Date: March 28, 2001
Title: BOUNCEBACK DETECTION IN ONLINE PRODUCT CONFIGURATION
Atty. Dkt. No.: 21113-05687

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PTO/SB/21 (modified)

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Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

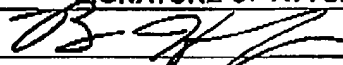
0001/PTO Rev. 10/95		U.S. Department of Commerce Patent and Trademark Office		Application Number	09/820,429
TRANSMITTAL FORM <i>(to be used for all correspondence during pendency of filed application)</i>				Filing Date	March 28, 2001
				First Named Inventor	John M. Mela
				Group Art Unit Number	3625
				Examiner Name	Maria Teresa P. O. Thein
Total Number of Pages in This Submission		4	Attorney Docket Number		21113-05687

ENCLOSURES (check all that apply)


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REMARKS:

SIGNATURE OF ATTORNEY OR AGENT

Signature:			
Attorney/Reg. No.:	Brian M. Hoffman, Reg. No. 39,713	Dated:	January 10, 2003

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this correspondence, including the enclosures identified above, is being transmitted on the date shown below via facsimile to: Examiner Maria Teresa P. O. Thein, Group Art Unit 3625, Commissioner for Patents, at the Before facsimile number indicated below.			
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Typed or Printed Name:	Brian M. Hoffman, Reg. No. 39,713	Dated:	January 10, 2003
Express Mail Mailing Number (optional):	(703) 872-9326		

21113/05687/SF/5091025.1

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PTO/SB/83 (03-02)

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**REQUEST FOR WITHDRAWAL
AS ATTORNEY OR AGENT**

Application Number	09/820,429
Filing Date	March 28, 2001
First Named Inventor	John M. Mela
Group Art Unit	3625
Examiner Name	Maria Teresa P. O. Thein
Attorney Docket Number	21113-05687

To: Assistant Commissioner for Patents
Washington, DC 20231

I hereby apply to withdraw as attorney or agent for the above-identified patent application.

The reasons for this request are:

The assignee of record has retained new patent counsel due to the acquisition of the application by a new entity.

The applicant/assignee has been notified of this Request for Withdrawal.

- ☐ The correspondence address is NOT affected by this withdrawal.
- ☒ Change the correspondence address and direct all future correspondence to:

Firm or Individual Name	Randy Gard, Esq. Carr & Ferrell LLP				
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City	Palo Alto	State	CA	Zip	94303
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Telephone	(650) 812-3400	Fax	(650) 812-3444		

- ☒ This request is made on behalf of myself and
☐ all the attorneys/agents of record,
☐ the attorneys/agents (with registration numbers) listed on the attached paper(s), or
☒ the attorneys/agents associated with Customer Number 00758
on whose behalf I have signed this request and on whose behalf I am authorized to sign. The request is enclosed in triplicate (including any attachments).

Name	Brian M. Hoffman, Reg. No. 39,713
Signature	<i>[Signature]</i>
Date	January 18, 2003

NOTE: Withdrawal is effective when approved rather than when received.
Unless there are at least 30 days between approval of withdrawal and the expiration date of a time period for response or possible extension period, the request to withdraw is normally disapproved.

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